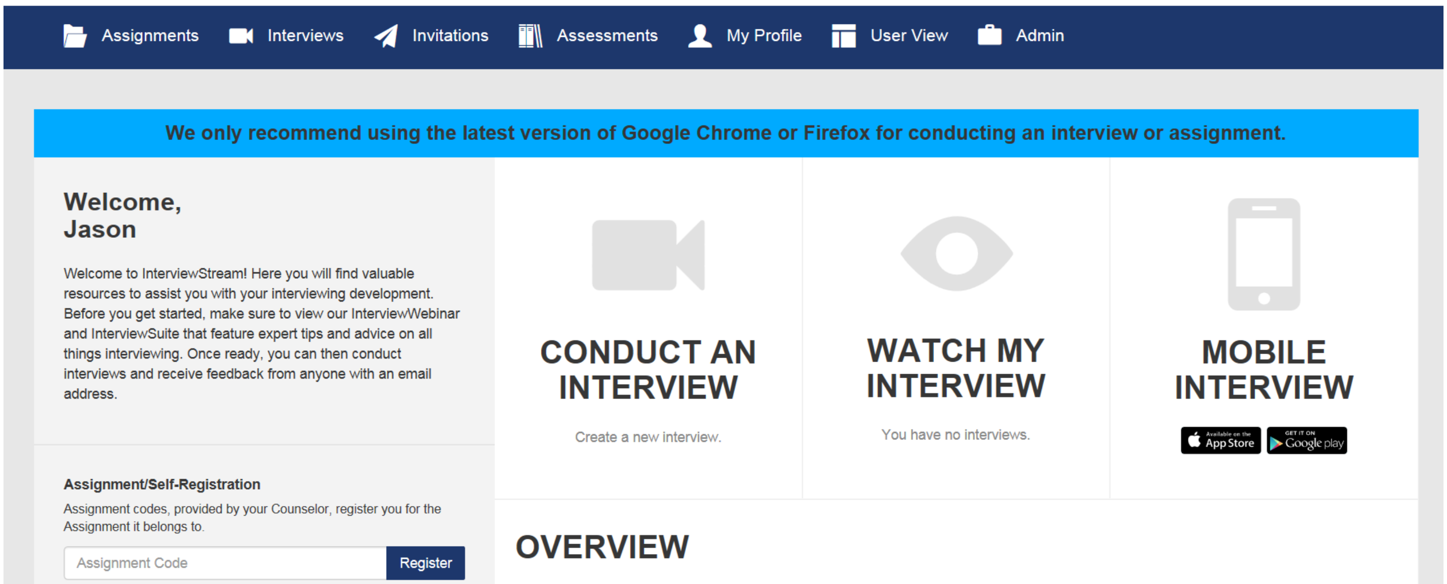
InterviewStream Counselor Role:

- Maintains an individual account.
- Sets up interview sets for a customer.
- Can create new interview questions.
- Sets up assessments for a customer.
- Assigns interview and invites customer to complete the interview.
- Critiques interviews for customers.



The Counselor account has the following menu options:

Assignments – Create interview assignments for customers and view status updates on current assignments.

Interviews – View and assess interviews and store reviewed interviews.

Invitations – Invite users to complete assignments and download invitation lists.

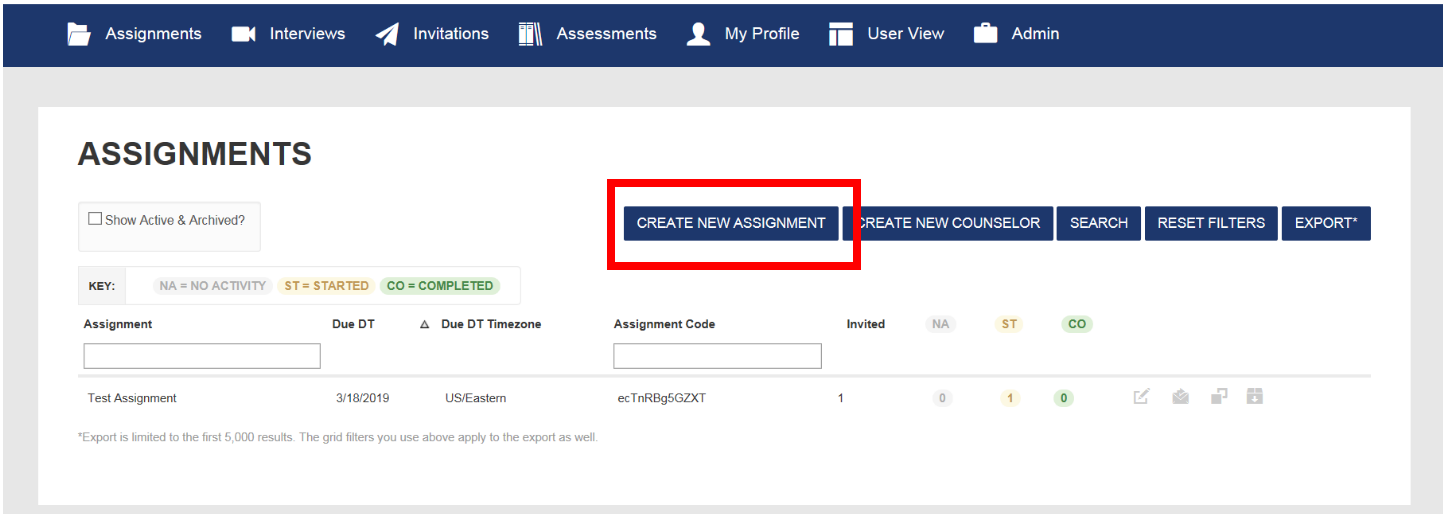
Assessments – Create new assessment templates for interviews.

My Profile – Manage profile information name, password, and 508 accessibility.

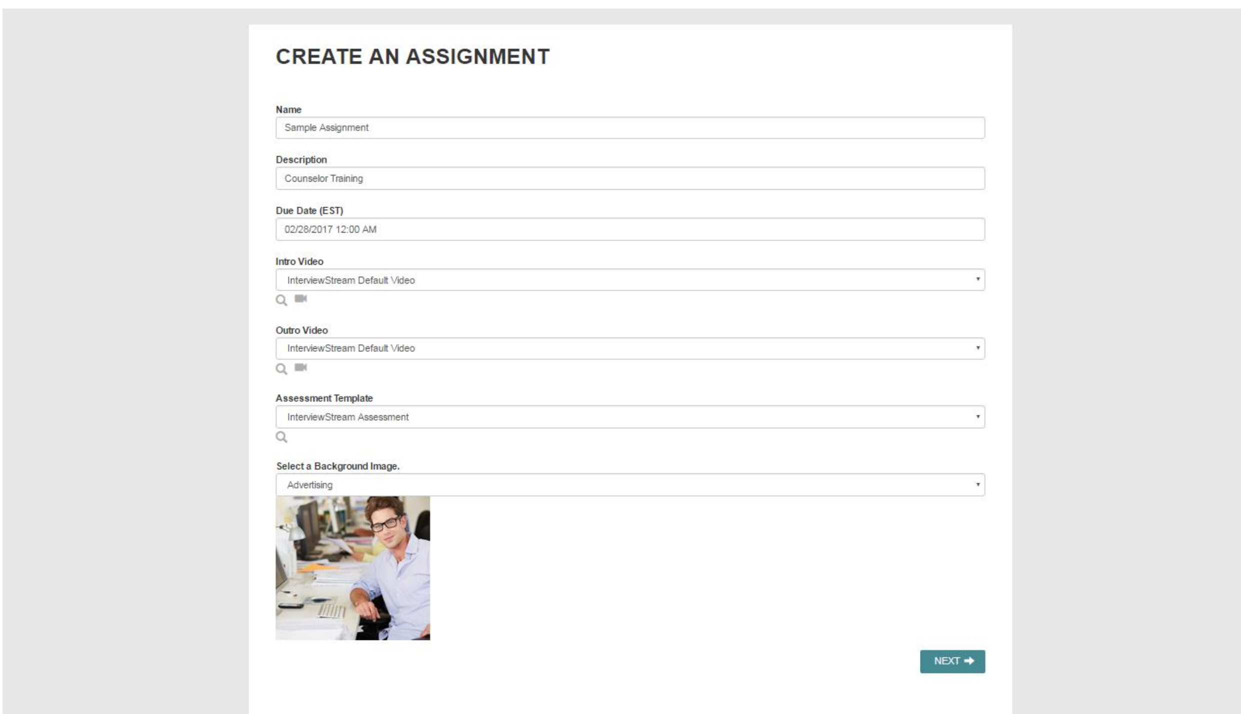
User View – Shows the InterviewStream user view. **You can also Access the ***User View*** at any time by clicking on the NYS Department of Labor Logo**

Counselor Role – Create New Assignment

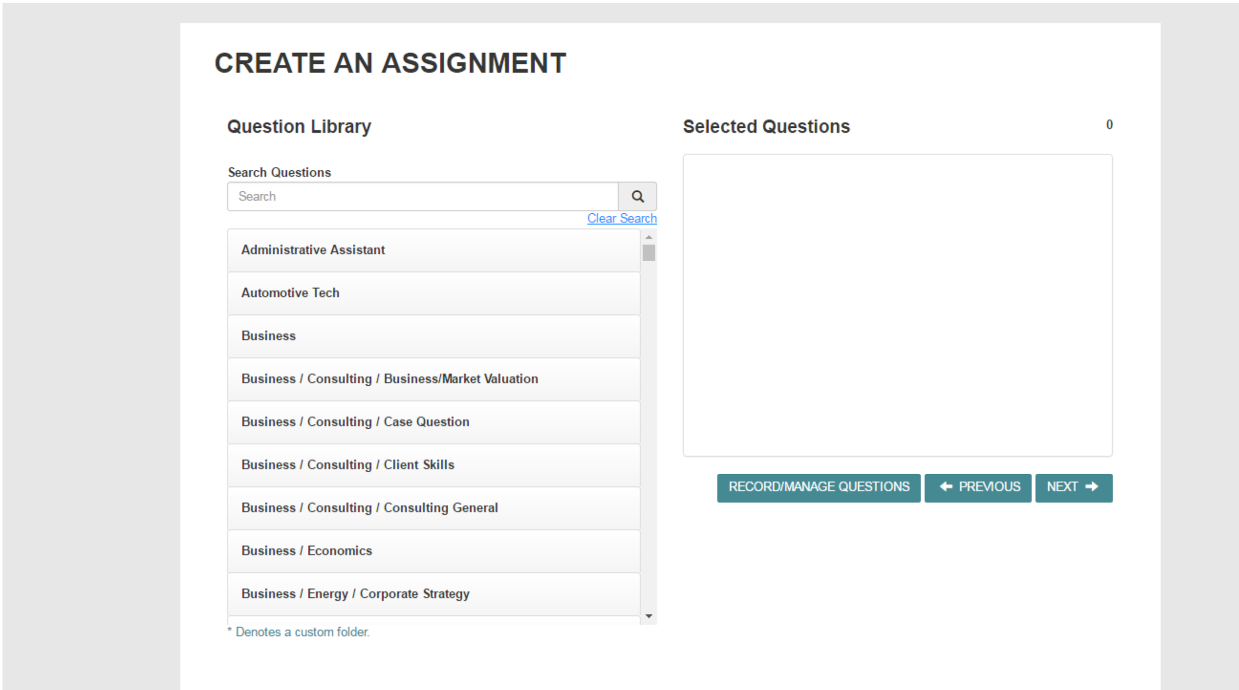
1. From the Assignments tab select "Create New Assignment"



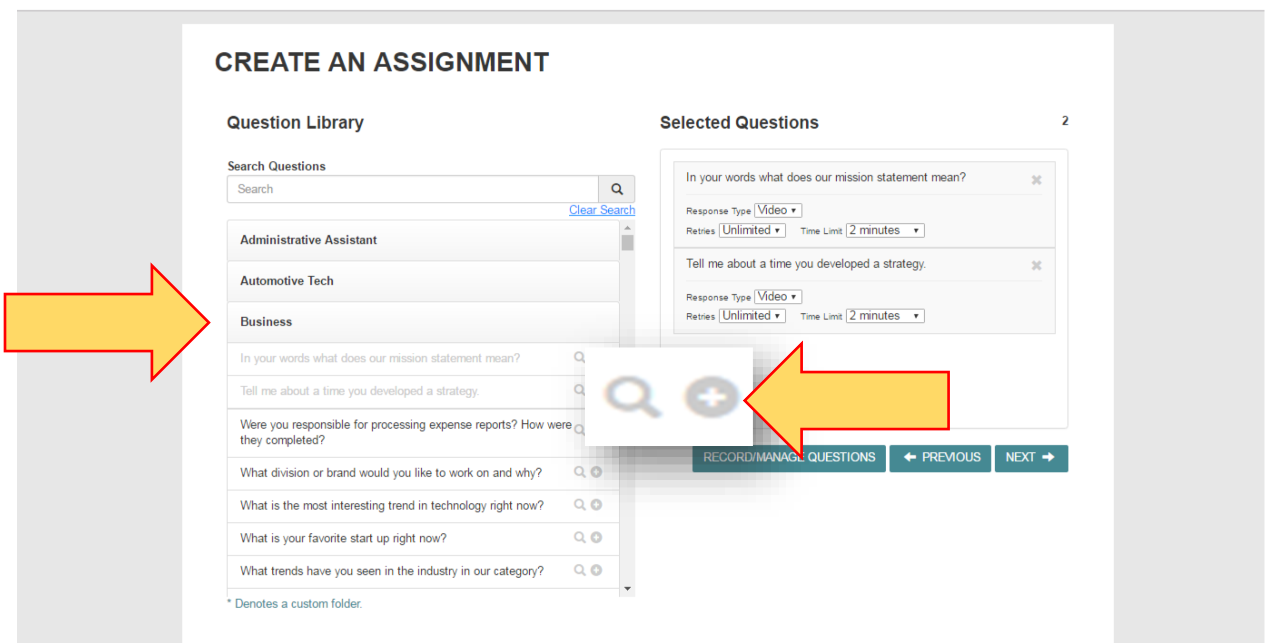
2. In the "Create an Assignment" page, fill out the required information, then select "Next"



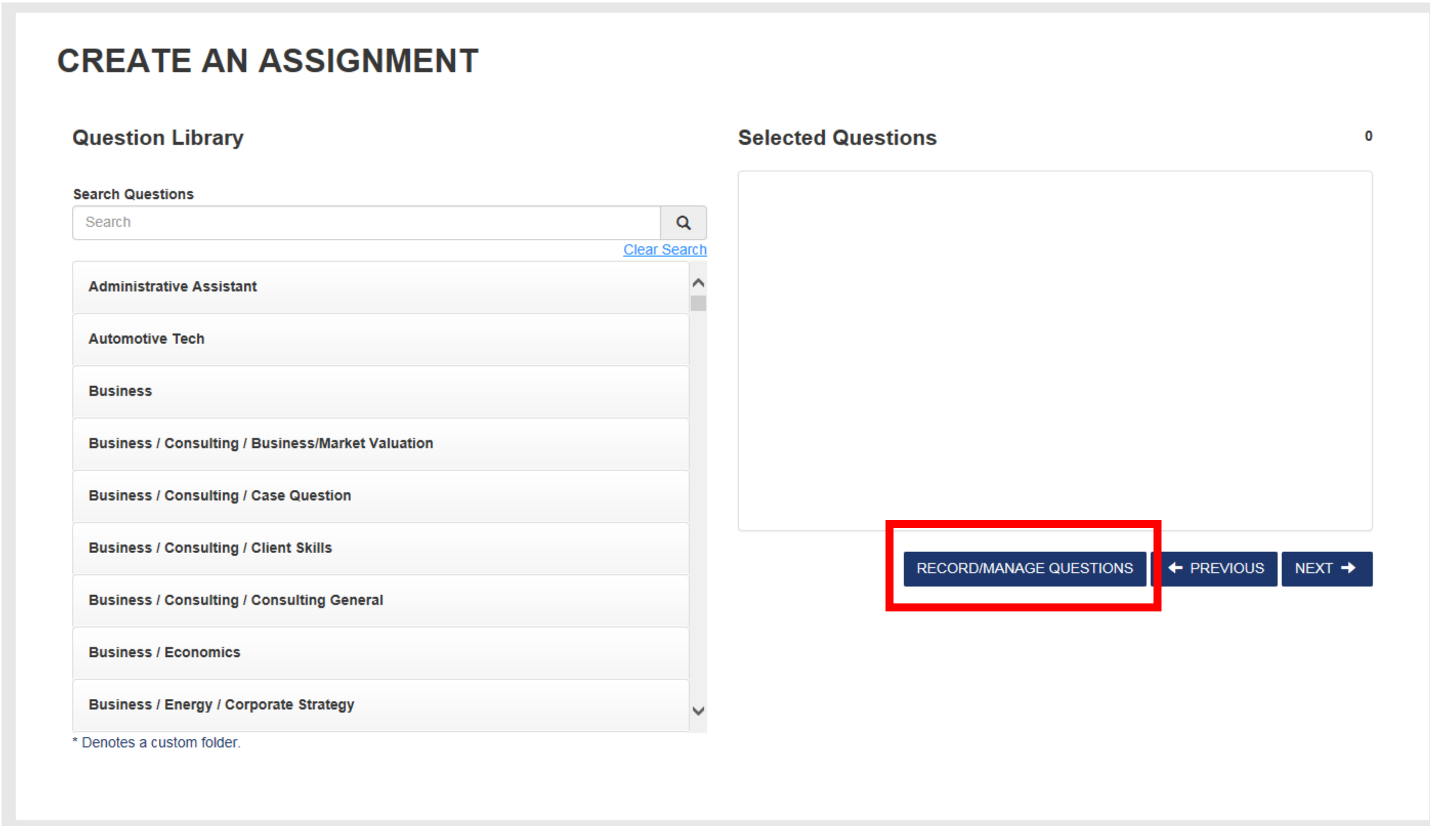
3. Select the questions you want to add to the interview from the Question Library



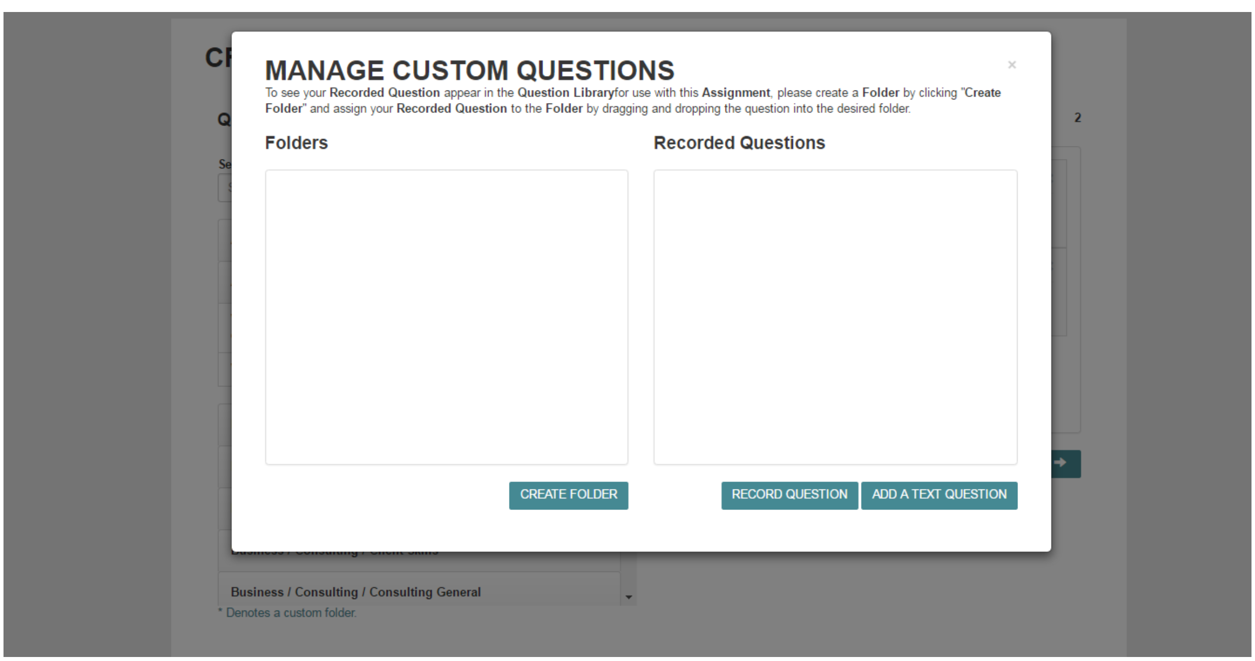
4. Select the category and the question. To add the question, you can either select the plus icon or drag and drop the question into the “Selected Questions” section.



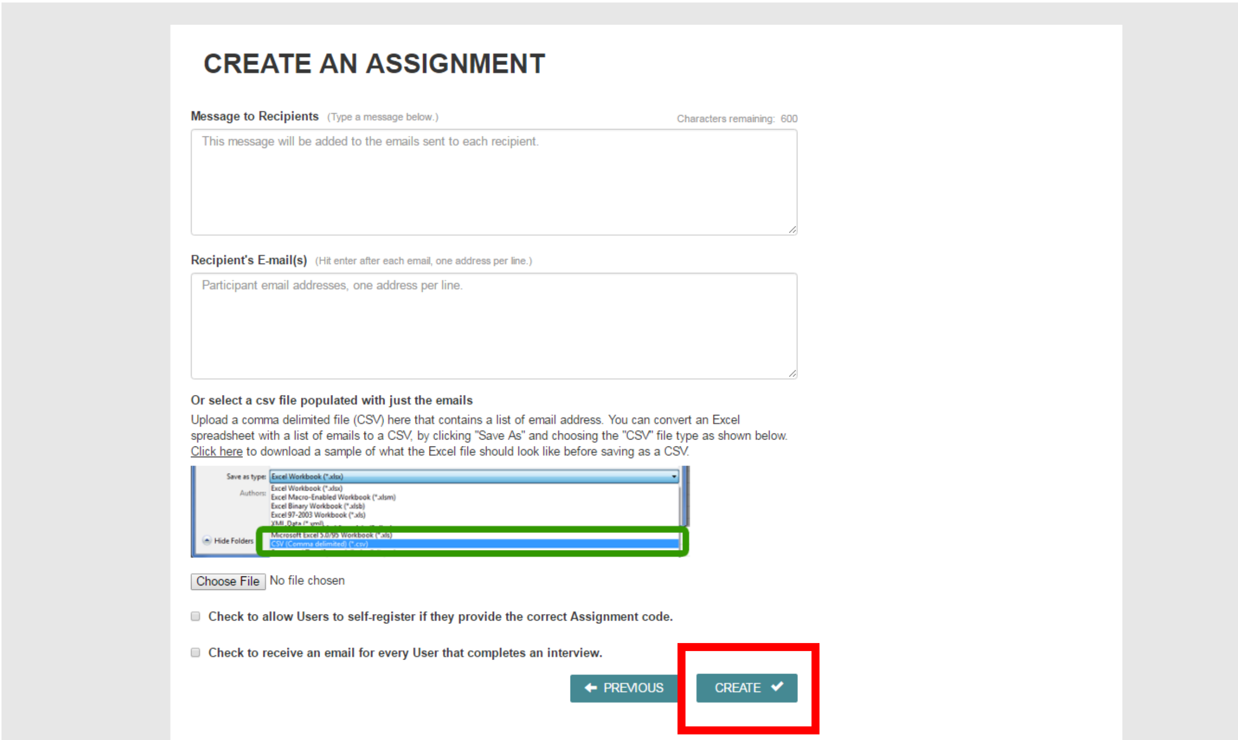
You can also record new questions if you have a webcam or create text-based questions by selecting "Record/Manage Questions"



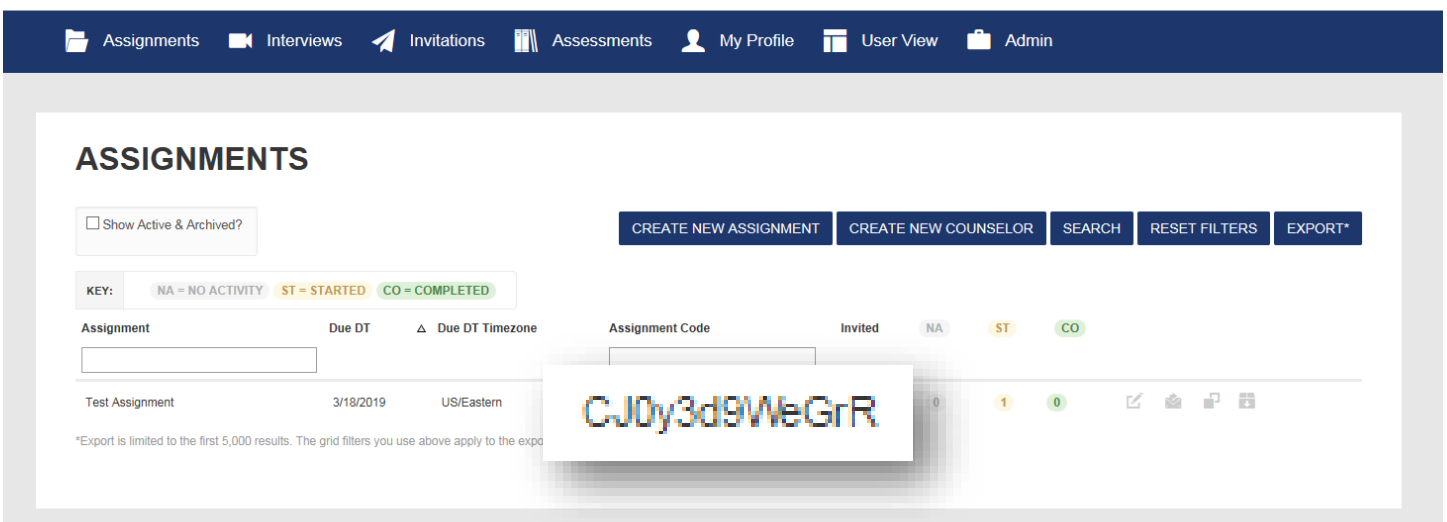
The "Manage Custom Questions" options will display. From here, you can create a new folder and either record a new question or create a text-based question.



5. After you have selected all your interview questions, you will be on the “Create an Assignment” page. From here, you can either email the assignment to the customer(s) or you can allow customers to register with an Assignment Code. You can also choose to receive an email when every user completes an interview. Once you have completed the fields, select “Create”.

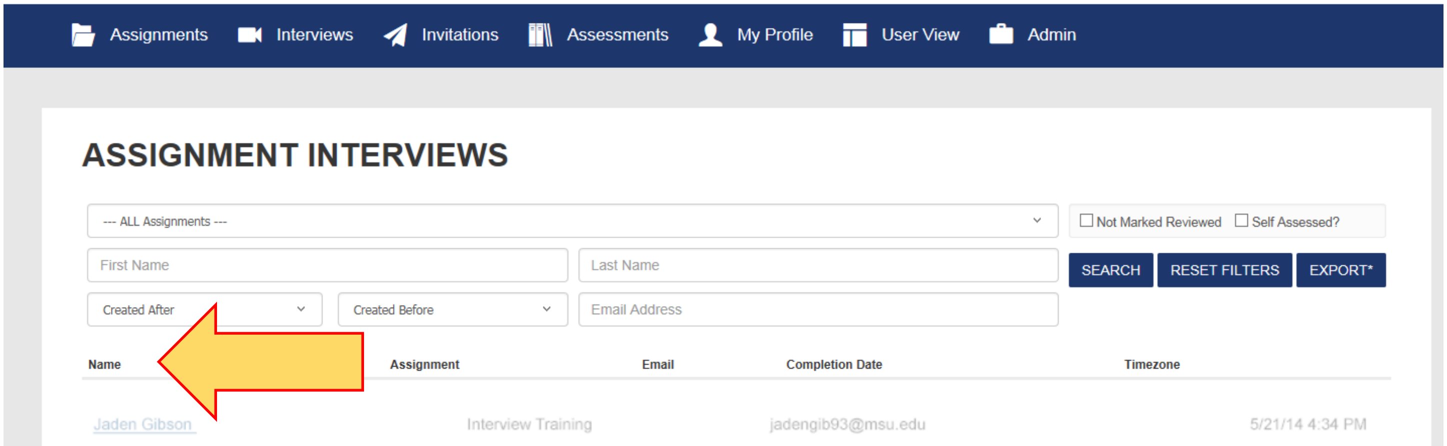


6. The new assignment will be available in your assignments list. You can view the Assignment Code next to the due date for the assignment.

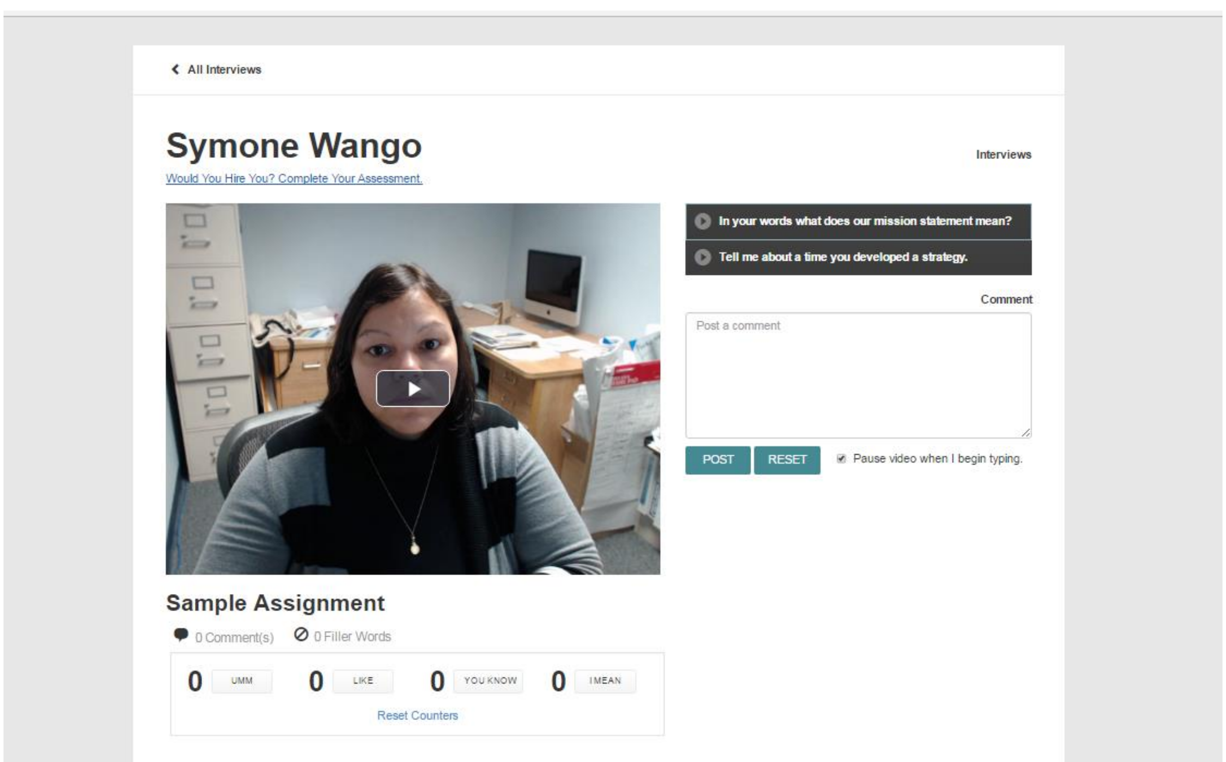


Counselor Role – Assignment Interviews

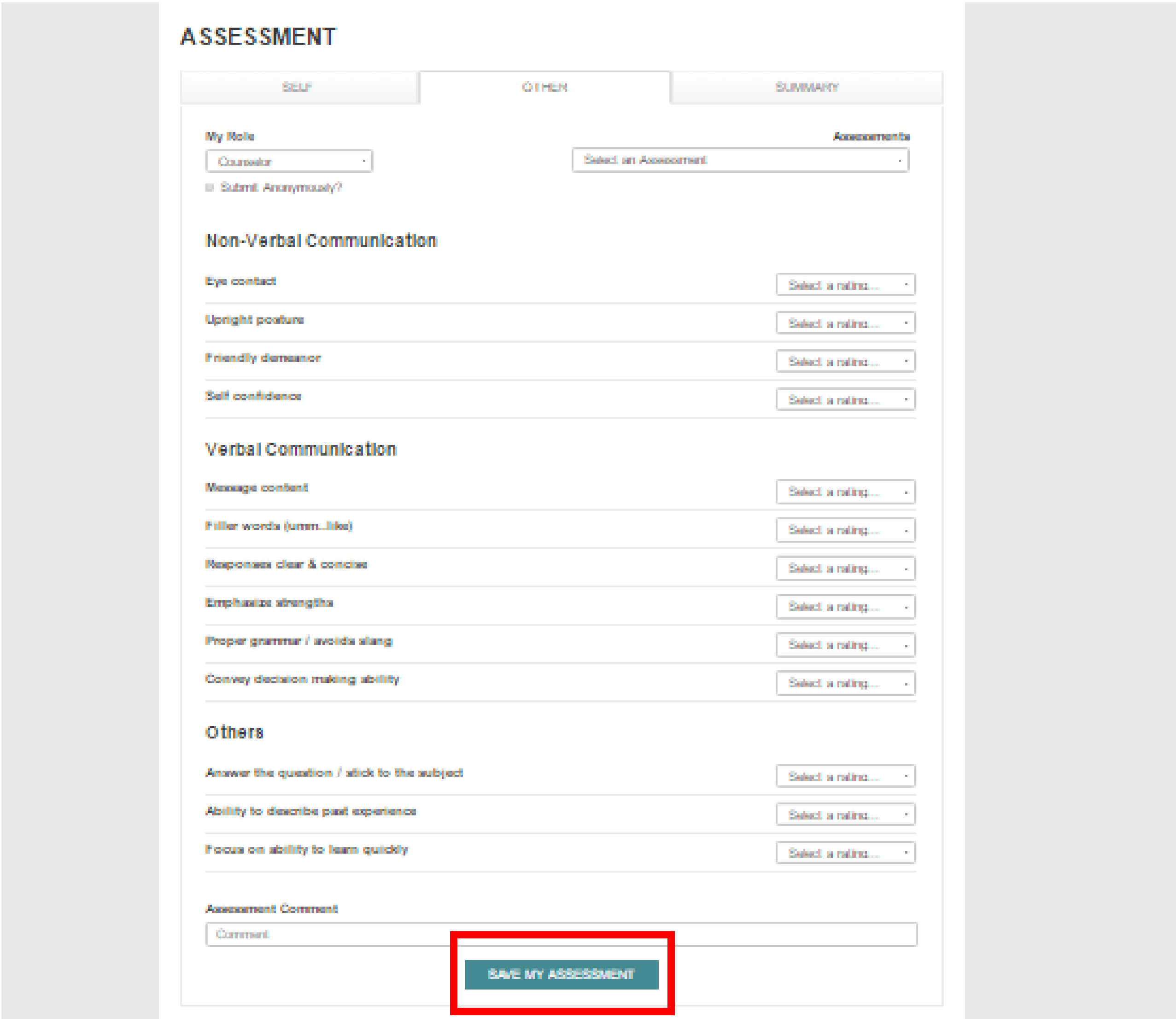
1. When a customer completes an interview, it will be available to view from the Assignment Interviews tab. To review the assignment, select the User's name. Once the assignment is reviewed, check the box next to the name to mark it as reviewed.



2. You can begin your assessment by viewing the interview answers. You can view an answer by selecting the question on the right-hand side. You can use the Filler Word counter and post comments to each answer.

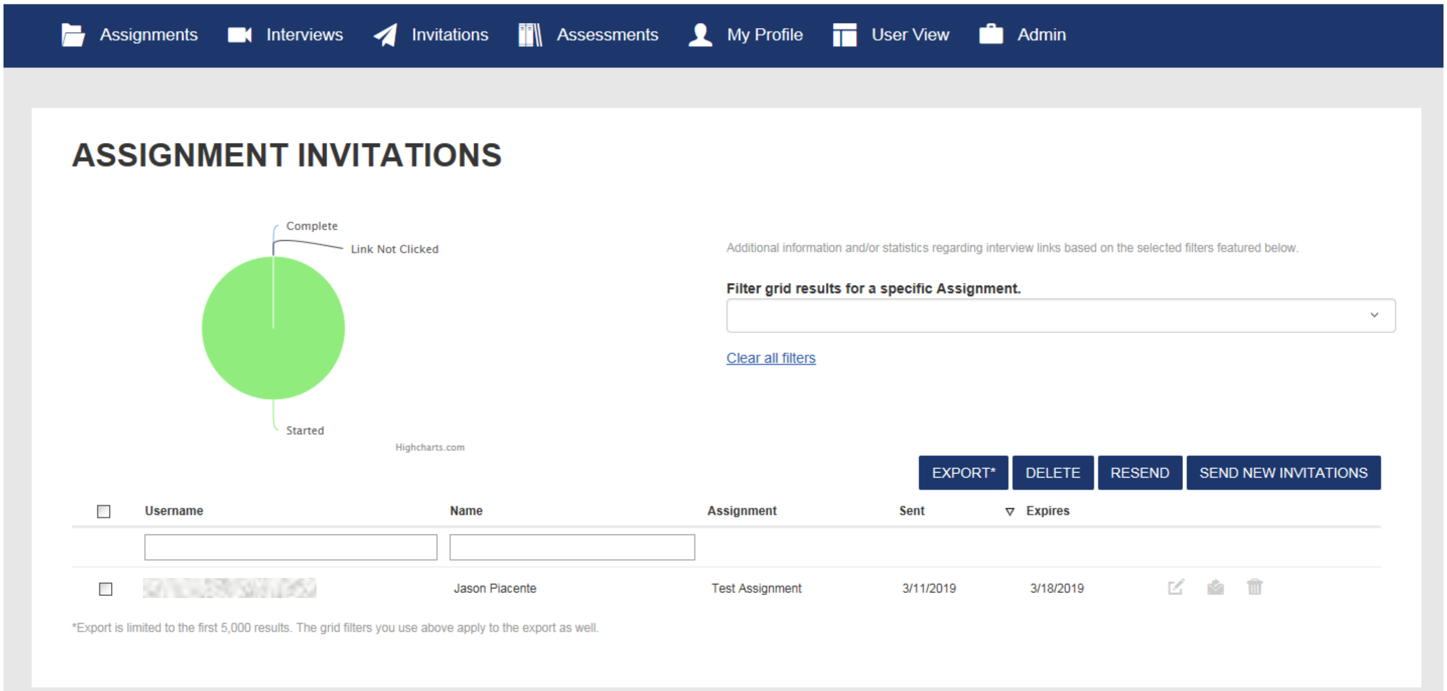


3. Below the recorded interview answers is the assessment that is associated with the interview. Fill out the fields and then select “Save My Assessment” at the bottom of the page. The assessment will then be sent to the customer.



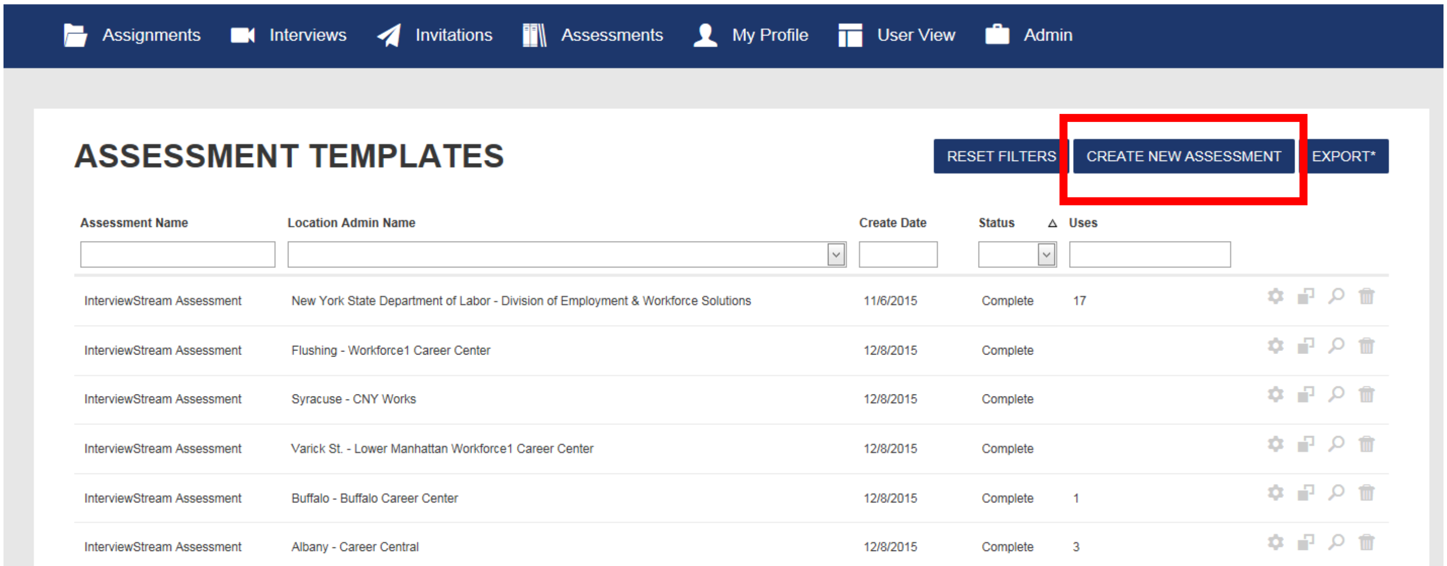
Counselor Role – Assignment Invitations

1. From the Invitations tab you can export, edit, resend, or delete invitations that you send to customers. You can also view the activity that has occurred on the invitations. Select the assignment from the dropdown to manage the invitation.

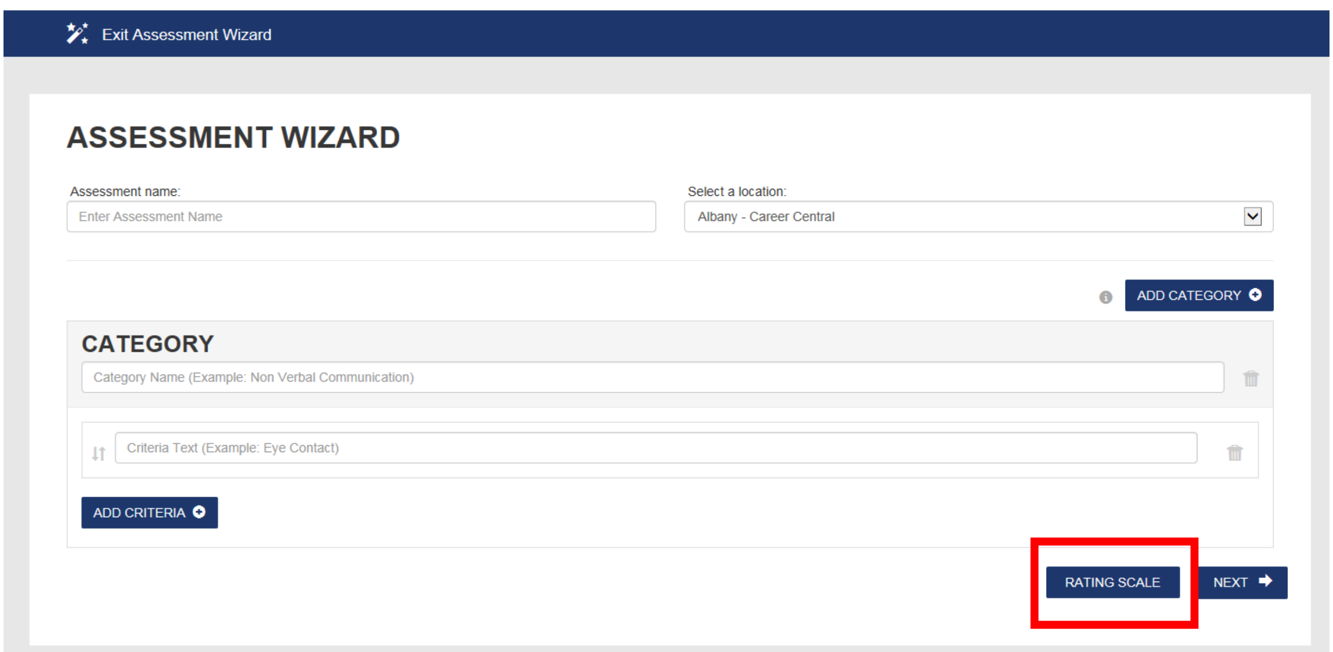


Counselor Role – Assessment Templates

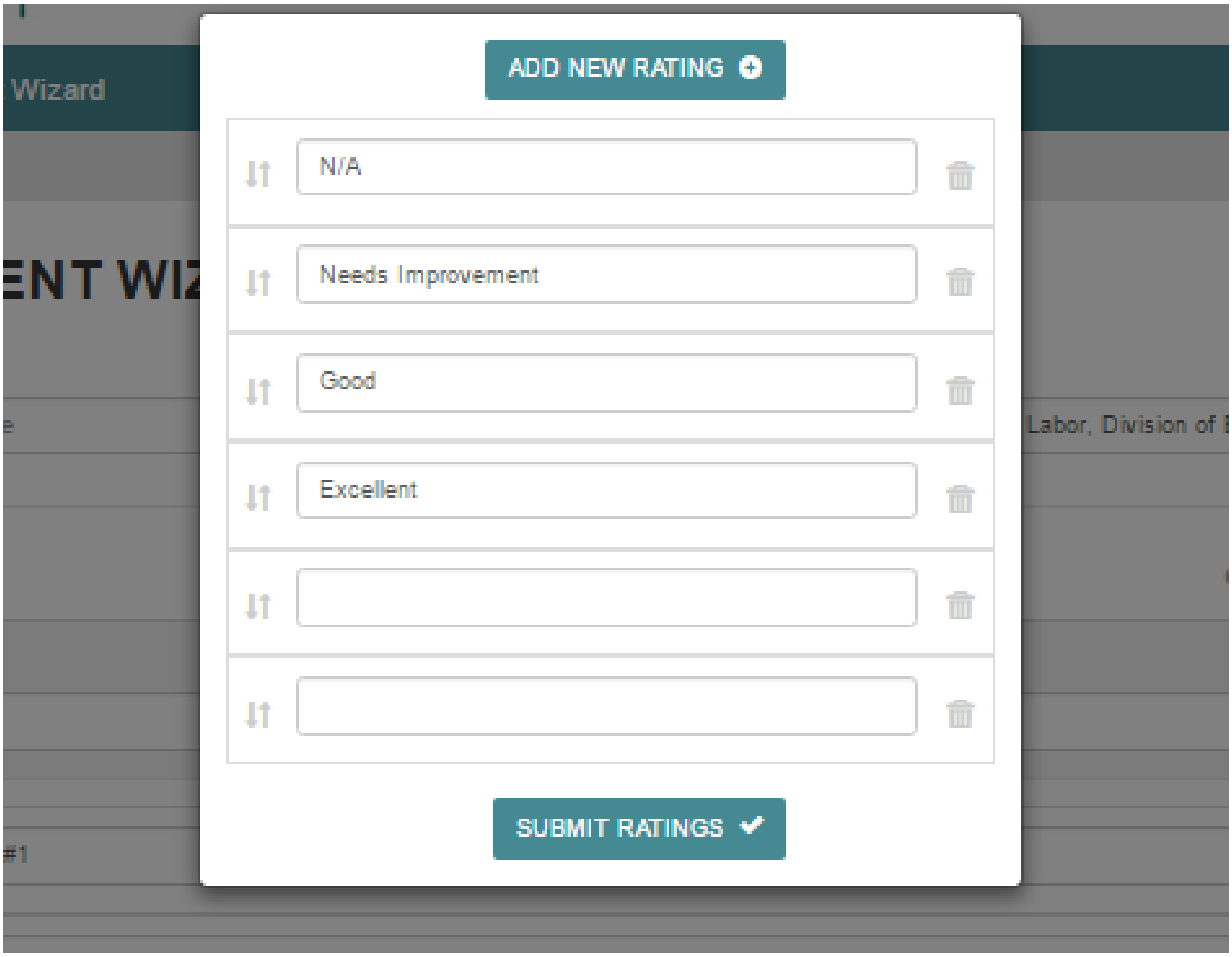
1. You can create a new assessment template for an interview from the Assessments tab by selecting “Create New Assessment”



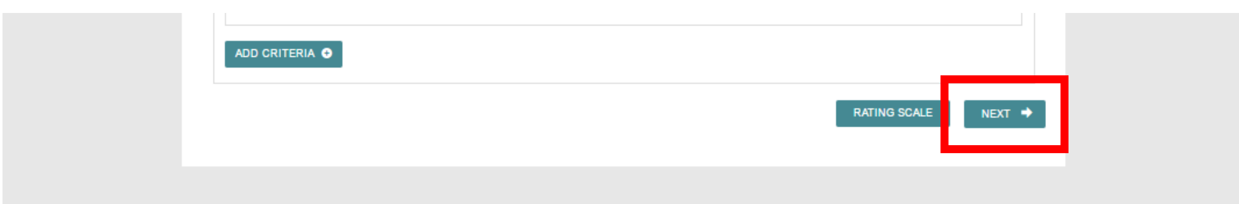
2. This will bring you to the Assessment Wizard where you can name the assessment and then add new categories and criteria to assess the interviewee. You can assign a rating scale to any criteria by selecting “Rating Scale”



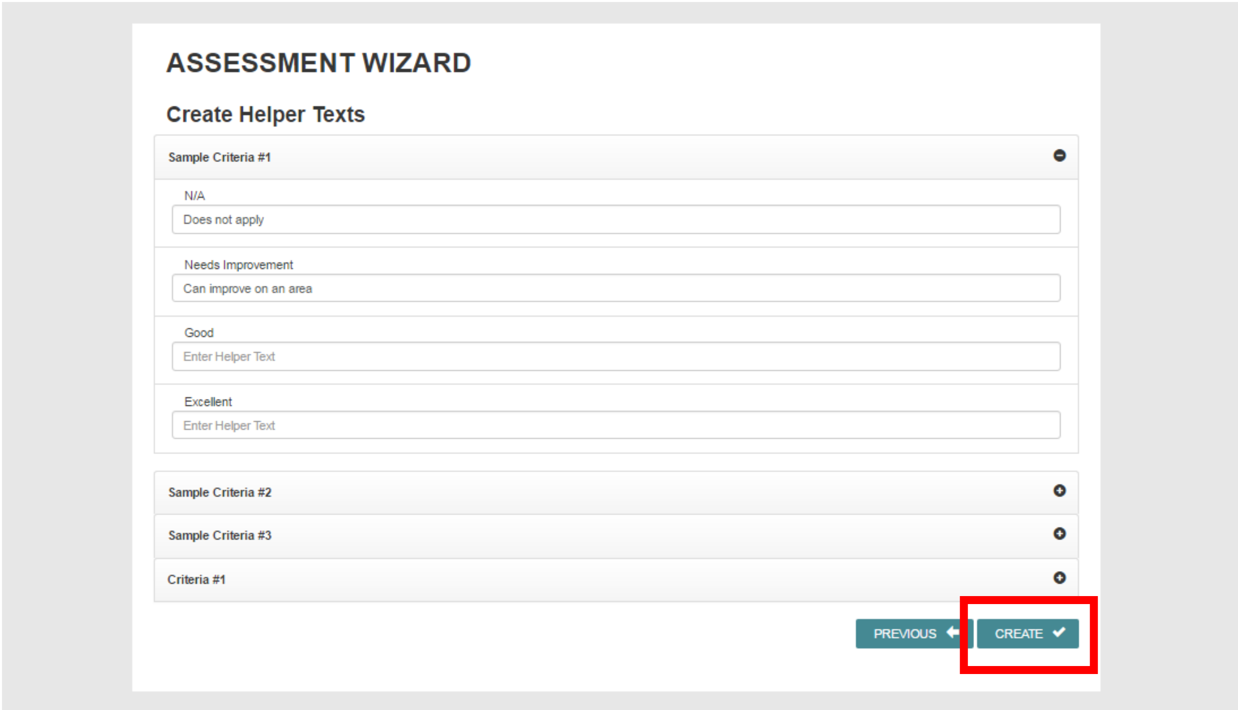
3. You can create new rating scales and/or update the preselected fields. You can also add new rating selections by selecting "Add New Rating". Once you are finished, select "Submit Ratings" and they will be applied to all the criteria.



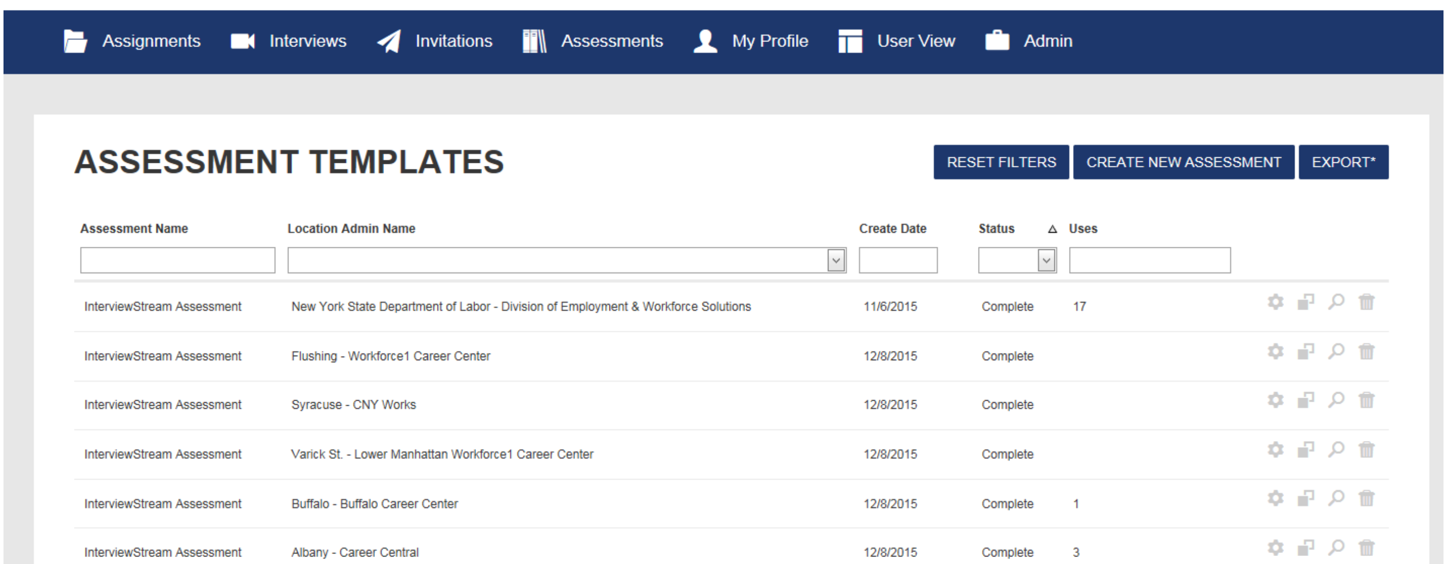
4. Select "Next" once you have entered all the Categories and Criteria



5. You can create helper text to assist someone while filling out the rating scales. Select “Create” when you are finished creating the assessment.



6. The new assessment will be listed in the Assessment Templates tab where you can edit, copy, or preview it



Counselor Role – My Profile

You can manage your profile information or update your password from the My Profile tab.